

REQUEST FOR INFORMATION – AID-617-RFI-17-ERP OFFICE OF HEALTH AND HIV

1.0 Description

1.1 USAID/Uganda, in support of the Health and HIV Office, is seeking information from interested parties regarding an Enterprise Resource Planning (ERP) system focused on supply chain management of health commodities.

1.2 THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the U.S. Government to contract for any supply or service whatsoever. Further, USAID/Uganda is not at this time seeking proposals and will not accept unsolicited proposals. Responders are advised that the U.S. Government will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued subject to the terms and conditions of the RFP. If a solicitation is released, it will be synopsized on the www.fbo.gov. It is the potential offerors responsibility to monitor this site for the release of any synopsis. Interested parties are responsible for checking this website for further information and updates.

2.0 Background

2.1 Uganda Public Health Supply Chain

Public access to medicines and health products is essential to the well-being of communities, families, and the vulnerable. Uganda's National Medical Store (NMS) procures, stores and distributes health commodities throughout the country. With the help of the global donor community, NMS also receives donated commodities and assistance to ensure their mission is successful. While NMS is International Organization of Standardization (ISO) 9001 certified and operates under established supply chain processes, its information systems are antiquated and neither integrated nor interoperable resulting in lost opportunities to maximize impact on health. Further, NMS' supply chain systems are under increasing pressure to improve performance as donated commodities are increasing.

In order to ensure accountability of public health commodities and to strengthen national systems for improved supply chain management, USAID has proposed to establish a complete and integrated ERP package that includes all supply chain management data for NMS and eventually all hospitals, health districts and health centers in Uganda. The insertion of USAID commodities into NMS has provided the agency with the opportunity to help optimize NMS' supply chain system and significantly further its health impact.

2.2 Purpose

This RFI is seeking information about local or regional organizations well qualified to configure the hardware and software necessary to support the implementation of an ERP at NMS enabling a seamless exchange of information within the organization, as well as train users on the system. This project consists primarily of software, training and implementation services.

NMS will implement an integrated and interoperable ERP system with a supply chain focus to include at a minimum the following functionality:

- Financial Management (to include general ledger, accounts payable, accounts receivable, cash management, cost accounting and asset management),
- Warehousing and Inventory
- Sales and Marketing/ Order Fulfilment,
- Procurement,
- Product Catalog,
- Transportation,
- Customer Care,
- Human Resource,
- Quality Assurance,
- Audit,
- Risk Management,
- Performance Management,
- Business Intelligence & Reporting, and
- Interoperability with:
 - Local financial systems: IFMS and E-Tax
 - NITA-U regulations for compliance purposes
 - Ugandan hospitals and health facilities to capture stock levels, average monthly consumption and stock requisitioning
 - A global data synchronization network for standard product details and global location numbers (entity/facility locations) and product serialization
 - Global donor systems to provide further traceability of donated product and aid global forecasting and supply planning for donated products

The ERP will be commercial-off-the-shelf (COTS) software that can be modified to support the NMS' operations through configuration, as opposed to software programming and development. The ERP will also enable master data management and persistent master data governance. Easily customizable reporting is important to manage NMS' supply chain activities and achieve data visibility.

2.3 Performance Period

The anticipated period of performance is five years (2017 – 2021).

3.0 Requested Information

The objective of this Request For Information (RFI) is to gain information about local or regional organizations well qualified to configure hardware and software as well as train users as necessary to support the implementation of a supply chain ERP in Uganda. In addition, the RFI will gauge interest, improve USAID's knowledge of capabilities among potential offerors, and solicit information that will enable USAID to better prepare a solicitation that meets the Agency's needs for an ERP procurement.

4.0 Responses

4.1 Interested parties are requested to respond to this RFI as described herein below.

4.2 Responses should be in Microsoft Word compatible formats and submitted **no later than close of**

business April 04, 2017, 16:00 hours local Uganda time. Responses are limited to **20** pages and submitted via e-mail only to KampalaUSAIDSolicitation@usaid.gov. Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid the Government, please segregate proprietary information. Please be advised that all submissions become Government property and will not be returned.

4.3. Responses shall include, at a minimum, the following:

- 1) The name and address of the company
- 2) Primary point of contact, phone number, and e-mail address of the company
- 3) Provide documentation identifying company as a certified software and services partner for the proposed ERP solution.
- 4) The Company should provide the following reference information: Organization Name; Organization Description (e.g., government agency, private sector); Reference Contact Information: Name, Mailing Address, Phone, E-mail; Referenced Project Beginning/End Dates; ERP Software Modules Installed/Implemented; and Brief summary of the referenced engagement, including description of project scope and results achieved.
- 5) Provide a high-level overview of the core ERP software solution and the components or modules proposed to meet the NMS requirements. Describe the recommended technical architecture that supports the solution and critical components that are required.
- 6) The Company's ERP implementation and project management methodology and distinguishing features of the methodology that have contributed to project success. The Company's approach to project staffing, roles and positions.
- 7) The Company's approach to organizational change management and communications for an ERP project. The approach to training the NMS project team and system end users
- 8) The level of the company's knowledge and familiarity with working in Uganda and the surrounding region.
- 9) The company's ability to quickly put in place the necessary processes and systems to implement an ERP project in Uganda.
- 10) Business type (large business, small business, small disadvantaged business, 8(a)-certified small disadvantaged business, HUBZone small business, woman-owned small business, very small business, veteran-owned small business, service-disabled veteran-owned small business) based upon North American Industry Classification System (NAICS) code 541611 and 541990.
- 11) Whether company is a local Ugandan entity/organization. A local entity means an individual, a corporation, a nonprofit organization, or another body of persons that --

(a) is legally organized under the laws of; (b) has as its principal place of business or operations in; (c) is majority owned by individuals who are citizens or lawful permanent residents of; and 4) managed by a governing body the majority of whom are citizens or lawful permanent residents of;”

“Majority owned’ and “managed by” include without limitation, beneficiary interests and the power, either directly or indirectly whether exercised or exercisable, to control the election, appointment, or tenure of the organizations’ managers or a majority of the organization’s governing body by any means.

In responses to items three (3) through seven (9), please include documentation, examples, and/or references.

5.0 Industry Discussions

USAID representatives will **NOT** meet with potential interested parties. All information solicited must be submitted via email to: KampalaUSAIDSolicitation@usaid.gov. USAID will not respond to questions regarding this announcement.

6.0 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide the above mentioned services. The information provided in the RFI is subject to change and is not binding on the Government. USAID has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Government property and will not be returned.